



# Contact Information and Forwarding Enquiries

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| <b>Who is responsible for Support ?</b> | University of Adelaide & OUA   |
| <b>UoA Escalation Point</b>             | <a href="mailto:OUAhelp@adelaide.edu.au">OUAhelp@adelaide.edu.au</a> |

## Contents

|                                   |   |
|-----------------------------------|---|
| <b>Support Contacts</b> .....     | 2 |
| <b>Forwarding Enquiries</b> ..... | 3 |



## Support Contacts

| Type of Enquiry                            | Supporting Team         | Contact Details  |
|--|-------------------------|--|
| Student Enquiries                          | Ask Adelaide            | <ul style="list-style-type: none"><li>• Call: 8313 5208 (Option 1) - (9 – 5pm)</li><li>• <a href="#">Chat</a> (9 – 5:45pm)</li><li>• <a href="#">E-mail</a> (anytime)</li></ul>  |
| Student Support - Pre-enrolment            | OUA                     | <ul style="list-style-type: none"><li>• Online Help: <a href="https://www.open.edu.au/advice">https://www.open.edu.au/advice</a></li><li>• Call: 136736</li><li>• Chat: <a href="https://www.open.edu.au/contact-us">https://www.open.edu.au/contact-us</a></li></ul> <p><b>Opening Hours:</b></p> <ul style="list-style-type: none"><li>• Monday to Thursday: 8am–8pm AEST/AEDT</li><li>• Friday: 9am–6pm AEST/AEDT</li><li>• Saturday and Sunday: 10am–5pm AEST/AEDT</li></ul> |
| Enrolments, Amendments and Student Fees    | OUA                     | <ul style="list-style-type: none"><li>• Online Help: <a href="https://www.open.edu.au/advice">https://www.open.edu.au/advice</a></li><li>• Call: 136736</li><li>• Chat: <a href="https://www.open.edu.au/contact-us">https://www.open.edu.au/contact-us</a></li></ul> <p><b>Opening Hours:</b></p> <ul style="list-style-type: none"><li>• Monday to Thursday: 8am–8pm AEST/AEDT</li><li>• Friday: 9am–6pm AEST/AEDT</li><li>• Saturday and Sunday: 10am–5pm AEST/AEDT</li></ul> |
| Student issues with Access to MyUni course |                         | Call: 8313 3000 (Option 3 (MyUni), Option 2 (Students))<br>E-mail: <a href="mailto:myunisupport@adelaide.edu.au">myunisupport@adelaide.edu.au</a><br>Opening Hours: 9am- 5pm   |
| Academic Support Issues –MyUni             | LEI Online Program Team | E-mail: <a href="mailto:tim.klapdor@adelaide.edu.au">tim.klapdor@adelaide.edu.au</a>   |
| Student E-mail Access Issues               | ITDS Help Desk          | Call: 8313 3000 (24/7)<br><br>E-mail: <a href="mailto:helpdesk@adelaide.edu.au">helpdesk@adelaide.edu.au</a> (24/7)  |



## Forwarding Enquiries

|                                    |  |
|------------------------------------|--|
| <b>Student Enquiries – Summary</b> | <ul style="list-style-type: none"><li>• Upon receiving contact with students interested in an online undergraduate program or forwarding queries to the Open Universities Australia (OUA) team, please use the following contact information (email, CRM queue or telephone number) and suggested language for consistency.</li></ul>  |
| <b>Telephone Support</b>           | <ul style="list-style-type: none"><li>• <b>Messaging</b> - Thank you for your interest in studying with The University of Adelaide. The program or course you have enquired about is being managed by Open Universities Australia (OUA). Please visit OUA's Online Help where you will find information on the program and open access courses, how to apply and contact details for a Student Adviser who will be better placed to assist you.</li><li>• <b>Instructions</b> - Transfer the telephone call to 136736. Please pass through as a warm transfer (ie capture the name and program of interest if possible) and advise the OUA team member who answers that you are transferring them from the University of Adelaide, then transfer the call.</li></ul>                               |
| <b>E-mail Support</b>              | <ul style="list-style-type: none"><li>• <b>Messaging</b> - Thank you for your interest in studying with The University of Adelaide. Please visit OUA's Online Help where you will find information on the program and course details as well as how to connect to Student Advisers for tailored advice. Alternatively, please feel free to contact OUA via the following methods, during the corresponding support hours.<br/><b>Contact Methods</b><ul style="list-style-type: none"><li>• Call: 136736</li><li>• <a href="#">Chat</a></li><li>• <a href="#">Online Help</a></li></ul><b>Opening Hours</b><ul style="list-style-type: none"><li>• Monday to Thursday: 8am–8pm AEST/AEDT</li><li>• Friday: 9am–6pm AEST/AEDT</li><li>• Saturday and Sunday: 10am–5pm AEST/AEDT</li></ul></li></ul> |